Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
January 7, 2004

Agenda
- The Acting Senior Information Management Executive's View (Polansky)
- CIAG Operations (Rice)
- Previous Action Items (Rice)
- Support Center Items (Baker)
- December Performance Measures (Centeno)
- FY04 Products and Services Update (Centeno)

Action Items

Previous Action Items	Status
Dean Oyler requested that we review the SQL Server update project to see if the rollout date could be pushed forward to alleviate an ongoing problem with FMIS queries.	Complete

New Actions from the January 7 Meeting	Assigned To
Donna Lang asked if we could begin distributing the new 19" flat screen monitors planned as part of the workstation refresh project which is scheduled to begin in March.	Pat Rice and Brent Baker

The Acting Senior Information Management Executive's View (W. Polansky)

Walt Polansky, in noting Ted Griffin's retirement as Acting Director of SC-41, commended Ted's work as a leader and his strong commitment to maintaining a customer focus, while operating under tight budgets and schedules. Further, Polansky introduced Kathi Centeno as the new Acting Director of SC-41 and said an e-mail to announce this would most likely be sent out on Thursday, January 8. He stated his belief that Kathi will maintain the same goals and approach to managing SC-41. He added that a vacancy announcement for the SC-41 Director position is being developed and that he will work with the front office to fill it.

Regarding eXCITE, Polansky reiterated that we are currently exempt from the eXCTE initiative in FY'04 because the CIO was unable to demonstrate that it could deliver comparable services at the same cost. Dr.Orbach is expected to be involved in talks with the CIO regarding eXCITE for FY'05. These talks are expected to occur in the spring/summer timeframe.

Polansky acknowledged that budgets are tight. He also noted that as we move toward OneSC the number of desktops will increase from approximately 400 to 750 at 10 site offices. Therefore, it will be a challenge to pull everything together to maintain a high level of performance and quality. But he expressed his commitment to continue to provide the best IT SC can afford and to continue to seek the CIAG's input in doing that.

Questions for Walt Polansky:

- Dean Oyler asked if any direction existed for the enterprise architecture for OneSC? Walt Polansky answered by noting that a workshop is planned on January 21 with the labs and site offices to begin to develop a strategy for IT investments across SC. One of the goals will be to make it clear to OMB that SC's IT investments are logical and justifiable. A draft strategy should be available by early March for further discussion with the SC front office.

- Penny Racek asked what the priority of the new budget system requested by Dr. Orbach was? In response, Polansky said that work is being done to identify existing software that would meet 80% of the requirements. The goal is to identify and demonstrate options by April. To this end, a demonstration of Peoplesoft has already been viewed. In addition, a demo of the system at the Oak Ridge is scheduled and the hope is to schedule one at the Lawrence Berkeley.

CIAG Operations (P. Rice)

Pat Rice explained that Kathi Centeno will be the Federal Lead for SC-41 IM projects and that she would be the lead for Production (working together with Brent Baker) and Strategic Planning and Architecture, which will be important

looking forward to OneSC. Kahti Centeno added that she and Pat would be working together as "partners" to be sure that the work of SC-41 is accomplished.

Pat Rice said that the CIAG's input continues to be critical to the success of SC-41. Noting that in the past year, the CIAG has met twice a month rather than every week, she proposed that the CIAG meet on the second and fourth Wednesday of each month. In addition, she stated that additional meetings would be called if there was a need. The group unanimously agreed to the change in the meeting schedule. Rice stated that the meeting would be placed on the members' calendars in Outlook. In addition, it was agreed that the Exchange User list would continue to be sent every week.

Rice also indicated that, in light of the small SC-41 Federal staff, Steve Tulo will assist with CIAG administrative duties such as sending meeting notices, taking meeting notes, etc. She noted that Tulo works with Stanley Associates as contractor support for SC-41 and has a strong background in communications. Rice expressed her confidence in his ability and said that she would still approve meeting minutes and handle any managerial issues that may need her attention. The group approved with no issues or concerns.

Previous Action Items (P. Rice)

There was an action item initiated by Dean Oyler at the December 17 meeting. Oyler requested that we review the SQL Server update project to see if the rollout date could be pushed forward to alleviate an ongoing problem with FMIS queries. Kathi Centeno responded by stating her preference to not push the rollout date forward. Centeno noted that testing was ready to begin and that she feels it is more important to focus on meeting the current schedule than try to revamp it. Further, she stressed the importance of doing the project right, and that there may be additional risk in shortcutting the process. Centeno said if testing goes well, an earlier delivery date may be possible. In the meantime, she offered the continued assistance of the maintenance staff with any problems associated with FMIS queries.

Support Center Items (B. Baker)

The Outlook Exchange User List was provided. In addition, Brent Baker noted that a regular maintenance outage is pending for Sunday, January 11. Baker explained that an e-mail would be sent to everyone announcing the outage once the schedule in confirmed. (Note: the outage was later rescheduled for January 18 at Todd Harding's request).

Additionally, Pat Rice highlighted the rave reviews received by members of the SC-41 contractor staffs from both Stanley Associates and CSMI for their work to support an international ITER conference held in Reston on December 20 and 21. The request for technical support came from the front office on behalf of the Secretary

December Performance Measures (K. Centeno)

Kathi Centeno indicated that the current performance measure levels represent a good start for 2004. Centeno noted that:

- The percentage of SCSC calls resolved by the first analyst before the end of the call was 91% - the highest level ever.

- The percentage of SCSC "medium" calls resolved within 4 hours was 81% - again, the best level ever obtained.

- The percentage of time that e-mail was operational was 100% for the 35th month in a row.

- The percentage of common suite of software and corporate systems available through remote access was 68% and will improve with the Remote Access 3 project. The goal is to increase this number to as close to 100% as possible.

Centeno commended the work of the SC-41 production team to achieve these numbers. Pat Rice and Brent Baker did note that fewer incoming calls to SCSC due to the holidays were most likely a contributing factor to the higher percentages in December.

FY04 Products and Services Update (K. Centeno)

Kathi Centeno reviewed the FYO4 Products and Services Status sheet noting the following:

- The new SC-41 web site is near completion and the SC-40 site is already on-line. A joint announcement regarding both sites will be made upon completion of the SC-41site.

- Work to obtain accreditation and certification of the Cyber Security Program Plan has been moved forward and is an important issue with OMB and the CIO. Experience with the process now will be useful in planning for OneSC.

- SC-41 is seeking resources from the OCIO to assist with the Gigabit Ethernet project. The project schedule may change based on what the OCIO is able to provide.

- The Portal Upgrade project schedule may change as OneSC requirements evolve.

- The Continuity of Operations (COOP) solution that was implemented at the Thomas Jefferson Lab was reviewed by Microsoft and received a "State of the Industry" rating, meaning that it reflects industry best practices. Microsoft has encouraged SC-41 to write a white paper for possible inclusion on the Microsoft web site.
- SC HQ will receive an e-mail regarding the new signature policy requiring customers and SCSC staff to sign documentation upon the delivery and return of equipment from the loaner pool. This will ensure that customers know exactly what they have received and confirm that all equipment has been returned. There is no change as to how to request equipment.
- The Project Plan for Remote Access 3 has been approved. The completion date is subject to change because it is being worked on as resources are available.
- The Procurement 2.0 (SC-FAS) milestones will be revised and inserted in the Project and Services Status sheet for review by the CIAG at the first meeting in February.
- Regarding SC-1 projects, Pat Rice reported that she will be the Federal lead for the updating of videoconference rooms at SC HQ and Forrestal, as well as for the improvement of the Forrestal/Germanton connection. Kathi Centeno will be the Federal lead for new budget system research.

  Rice explained that price estimates are currently being obtained for videoconferencing equipment and that options will be presented in the next couple of weeks. In addition, she noted that Walt Polansky has a request in with the OCIO to transfer control of the current FORS/GTN connection to SC-41.

  Centeno explained that the budget system research is ongoing. Currently, work is being done to develop a more defined list of requirements, standard evaluation criteria and standard questions for research. Recommendations are expected to be presented in April.
- Centeno stated that Ted Griffin had developed a recommended approach to determining what IT should be provided for OneSC. Kathi specified that she will work with Pat Rice, Brent Baker and Dave Yockman to decide how to move forward. In addition, they will be working together with Walt Polansky, the Chicago office and Oak Ridge Support Centers to define what the final approach will be.

Name		Organization	Contact Information
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